

For Jim McKenna, Jokes Lead to Results

By Ernie Bertothy

Jim McKenna brought more than 33 years of state service experience to DMV. But that's not all. He's added fun to the workplace.

As DMV's Chief of Support Services, Jim McKenna subscribes to a simple motto – make work fun. He's combined intricate skills with a few laughs to create a pathway to success.

Since coming to DMV last January, his style seems to fit his position.

Jim's repertoire includes simple ice-breaking comments, quick-hitting quips and light-hearted jokes all in an attempt to make work as enjoyable as possible.

"He always has a smile on his face," said Gayle Murphy, a member of the Support Services staff, who works with data access. "Jim works with a sense of humor, but he's very professional and gets the job done."

This approach helped lead to Jim's rise within state government that has taken him from a roadside job at the Department of Transportation in 1973 to his current managerial role at DMV that began last January. DMV marks the seventh agency Jim has worked for, which includes DOT, Southbury Training School, Special Revenue, State Library, Administrative Services and the Commission on Culture and Tourism.

"You've got to have fun," said Jim, who works within the Bureau of Administration. "You can keep the mood light and still get the job done."

In each job, Jim gained the fiscal, administrative and business knowledge that he uses each day in his most recent job. His main responsibilities include overseeing DMV's data access, facilities, internal auditing, grants and contracts.

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Jim McKenna, of Support Services, began his DMV career earlier this year with more than 33 years of state service under his belt.

■ Commissioner's Column

A Year Later, Many Signs of Progress

This month marks the one-year anniversary of the fatal accident on Avon Mountain. And in the last year, we have made extraordinary improvements to enhance the safety on our roadways.

Thanks to Governor M. Jodi Rell's leadership and the hard work of many people in our agency and in state government, we continue to improve our regulation of commercial vehicles.

Since last August, we have hired eight new inspectors and increased the volume of inspections.

We also identified the 25 trucking companies or individuals with the highest number of vehicle or driver violations in the past three years and conducted inspections at those locations.

On the administrative side, Governor

Rell signed a bill to strengthen a state law governing insurance coverage for trucking companies. The law created a new Class D felony for the owner of a commercial vehicle who knowingly and willfully operates it without insurance. Also, commercial vehicle owners must file evidence of insurance with DMV at least every six months.

In addition, we closed a loophole for temporary registrations of commercial vehicles. DMV now requires a safety inspection within 10 days of receiving the temporary plate.

Under no circumstances can a truck with a temporary plate be allowed to carry a load of any kind. Each of these steps has intensified our operation.

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Your Hard Work Keeps the Roadways Safe

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Of course, none of these would be possible without you. It's the tireless efforts of our CVSD employees on the road, and the crucial work done by so many people inside our offices that continue to make a difference and keep the roads safe here in Connecticut.

Thank you to all employees for your dedication to this effort.

There's a blood drive coming up on Aug. 24 in Wethersfield, and Teagan Dillon needs our help. Teagan is a granddaughter of Nancy Klemonski, of the Insurance Compliance Unit.

Earlier this year, four-year-old Teagan was diagnosed with Acute Lymphoblastic Leukemia. Each week, Teagan receives chemo, lumbar punctures, and shots in her legs in her battle with this disease. On a daily basis, she deals with pain and swelling.

But, thanks in part to great doctors and blood transfusions, Teagan can defeat this disease. Please consider giving blood on Aug. 24 in Wethersfield.

Last March, employees stepped up in great numbers to help out other members of our DMV family, and I know we'll have another outstanding turnout next month.

The event runs from 8 a.m. to 3:45 p.m. To make an appointment or if you have any questions, contact Nancy Dumais at ext. 5008.

I often mention how we in public service can make a difference. Here's another chance, within our agency, to do so.

Let's get out there and help Teagan!

The Danbury office has received kudos with the leadership of Angela Hassinger. Last month, a customer with her two-year-old son entered the office and proceeded to the information counter where Angela was stationed.

At that point, Angela led the way to a pleasant experience.

"She went out of her way to help us and other customers," the customer wrote. "She should be commended for the superb job that she is doing."

Another customer marveled at the quick service he received in Norwalk. He arrived there as the doors opened and was out the door less than 20 minutes later.

"...In the 46 years I have had a Connecticut license, this was the most pleasant experience I have ever had at the DMV," the gentleman wrote. "People were efficient and courteous. I could not be more pleased with the service I received." Great work!

In closing, I hope everyone is having an enjoyable and safe summer.



Commissioner Ralph J. Carpenter

Jim McKenna Brings Experience (and Humor) to DMV

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In addition, Jim works with the Enterprise Architect Group, who continues to work with DMV on the "ReRod" and "RTOL" projects aimed to improve everyday technology within the agency.

Jim has also been tabbed with George White as the co-chairman of DMV's Strategic Planning Committee. Jim was chosen to lead the committee based on his skills and personality, according to Richard Cosgrove, DMV's Chief Administrative Officer.

"Jim is a quick study," Richard said. "He has the ability to look at issues and see how they will play out across agency lines. He has very good analytical and interpersonal skills."

As Culture and Tourism's Chief Administrative Officer, Jim helped combine four different agencies to form a new commission from scratch. While at DAS, Jim ran the fiscal operation during his 17 year tenure there.

George noted that Jim's fiscal background will serve the agency well on the Strategic Planning Committee.

"The old plans had weaknesses because they weren't connected to the budget process of the agency," George said. "Jim's background in budget and administration is essential to get us where we want to go. It's vital."

Additionally, George has noticed Jim's demeanor as a key strength. In planning meetings thus far, Jim has kept the mood light with mental exercises for the group to begin each meeting.

While each pre-meeting activity stresses critical thinking, it also has a humorous tone. Jim's method has a purpose.

"Those types of things show that Jim is very easy going and approachable," George said. "And that's key to this type of team building."

Jim opted to maintain his persona at DMV. In his view, he refuses to fix what isn't broke.

"Humor has always worked for me," Jim said. "I don't see why it can't work here."

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Around The Agency

Bureau of Standards, Integrity and Training

Congratulations to Susan Hopkins, who recently became a grandmother. Susan's son, Stephen, and Sarah, had a baby girl. Violet Rayne was born on June 4 and weighed 7 pounds and 6 ounces. Sue has two sons, so she is ecstatic to have a little girl to pamper with satin and lace. Even before the baby was born, one of the first things Sue purchased for Violet Rayne was a pink and white "Red Sox" outfit, complete with skirt, baseball dress and hat. Violet Rayne may be the youngest Red Sox fan and Sue can't wait to take her to her first "home" game at Fenway Park!

Commissioner's Office

It has been quiet here in the Commissioner's office, with vacations starting and everyone enjoying the good weather. Magaly D'Amato's daughter, Brandi, has been spending time with her cousins in Maine and Magaly is starting to get lonesome.

Maureen Doyle took her seven-year-old granddaughter, Nicole, to horse camp, which was a great success.

Branch Operations

We are happy to have Lt. Willie Mack back to work after his unexpected illness. As you may recall from last month's newsletter, Willie was going to a convention in Baltimore with a church youth group. All went well until he ended up in the hospital, but he's back on his feet now. The teenagers haven't scared him away. He has more events planned for the youths in the coming months.

Vacation plans are on everyone's mind these days. Mike Generis is planning on soaking up the sun along the Jersey Shore with his family. Don't forget the suntan lotion, Mike. Elaine McDougal has plans for Las Vegas. Take in some shows; see the sights in that part of the country; and maybe do a little gambling. Good Luck, Elaine! Joe Ciotto will be spending a week at White Sands Beach with the family. He'll be cooking burgers on the grill for anyone who wants to stop by and visit. Marie Campitelli was unavailable for comment but sources say she will be jetting off to Myrtle Beach with her family for two weeks. Nice!! Check in with us next month for an update on who has the best suntan.

Bridgeport Office

Bridgeport threw a going away party for agent Scott Cebelinski, who was transferred to the New Britain Office. He was due to leave earlier but volunteered to stay a few weeks and help out! We had a six-foot sub sandwich from the Deli and various ice cream desserts!

Noreen Rinaldo came back all tan and rested from her five days in Cancun with her daughter. She reports that it was very sunny and hot and when they weren't enjoying the beach they were shopping!

Danbury Office

Summer is in full swing in Danbury and we would like to welcome two new employees, Nicole Byalik, a part-time clerk, and Kimberly Gillen, our summer helper.

We would like to send out congratulations to

De'Bree Robinson's son, Dazjon, for receiving "The Presidents Education Award for Outstanding Academic Achievement." We would also like to send out congratulations to Michael Marcelynas' daughter, Nicole, on her recent graduation from high school. Nicole will be attending St. Joseph's College in the fall.

We would like to wish all our DMV brothers and sisters a happy and healthy summer.

Dealer Processing Unit

July has been a very busy vacation month for the Dealer Processing Unit. Cammie MacDonald took a bus trip to Niagara Falls Ontario and very much enjoyed it. Linda Dickinson decided she needed some fresh air and wilderness, which she found in the lovely state of Maine. Jonathan Roberts spent some time in San Diego visiting with some friends from the past. Ann Mangiafico traveled along the Jersey Shore to see its beautiful beaches. Raffaella Salerno and Carolyn Souppa spent a week just relaxing. In addition, Kathy Nowicki drove her boat to Block Island. Everyone in the department looks forward to hearing about Joe Casey's adventures on his weekend trips to New York.

Information Systems Technology

IST would like to welcome back Ray Prevedini, who returned back to work on July 3. We missed you and hope you are feeling better.

Old Saybrook Office

It is easy to tell who has been on vacation by the great tans. Not all of us have taken travel vacations. Agent Andy Saltus, and Richard Lelyo took working vacations. They worked around at home but it is funny no matter how much time you put in, you never get caught up.

Kathy Ely, who was accompanied by her sister Christine and niece Camille, traveled to the tiny little town of Doerun, Georgia, to attend the 49th annual Roberts Family Reunion. Kathy's father was from Georgia and his mother was a Roberts. She enjoyed connecting with her Southern roots and ate a lot of good cooking.

Terry and Alyssa Stopa spent time at Lake George. They are fortunate to have a friend living there in a lake front house.

Linda Peters daughter, Nicole, has moved to New York City and works for Lord and Taylor there. Nicole was recently promoted to assistant buyer of men's wear.

Rachel Young's sister, brother-in-law and two nephews visited from North Carolina. Rachel treated them to a ride on the Essex Steam Train among other sightseeing activities.

Waterbury Office

Finally the sun is shining and many employees have been on vacation. Wherever you go and or whatever you do, hope you all have a wonderful and relaxing time!!!

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Extreme Makeover the Sequel: Employees on the Move

By Stephanie Blow & Kelly Manning

Extreme Makeover Part Two invades Wethersfield a year after the renovations were made to the Public Room. Only this time, it's not the public who will benefit, it's the employees.

The renovations, which began in April, are underway throughout the entire building.

Employees will have the opportunity to intermingle with different departments when the central break rooms on the second and third floors are completed.

Individual break rooms in each department will be eliminated and employees on each floor will join together and share a common area.

"We want to move away from having separate break rooms throughout the building and try to make it so we have one central location on each floor," said Patty Piscottano of the Chief Administrator's Office.

Not only will the social aspect change, but the cleanliness throughout the building will improve as well as there being a decrease in the use of electrical power in these areas.

Housewarming parties are being celebrated throughout the building with employees on the move.

The first floor former Handicap Driver Training Unit, Room 103, and former IRP Unit, Room 104, are the new homes of ReRod and RTOL. The newly remodeled area was gutted and now sports all new furniture, carpeting and

décor.

"We have installed carpet tiles in many of the newly remodeled rooms," said Stanley Halibozek of Administrative Services and Facilities. "The carpet tiles are two-by-two squares and are a snap to replace if one gets damaged."

The Handicap Driver Training Unit moved to the third floor, close to its sister unit, Medical Review, where it fits right in.

The IRP Unit moved up a floor to a newly refurbished area behind the Public Room. It is also fancied with new work areas and furnishings.

Angelo Cavaliere, George Crownshaw and Drew Olsen, of Administrative Services and Facilities, have made a lot of these

renovations possible and have also been performing other "home improvements" throughout the building. They are in the process of painting walls, replacing ceiling tiles, upgrading electricity and installing new carpet throughout many areas.

"We are continually making improvements and would like to thank all employees for their cooperation and patience throughout our projects," Stanley said.

The outside of the building also has blossoming developments. Employees entering the building on the west side will have a brighter morning walk filled with freshly planted flowers and bushes, thanks to Jim Pettit, of Administrative Services and Facilities.



The former Handicap Driver Training Unit, Room 103, has a new look.

ERC **Corner**

Readers Stock up for the Summer

By Marj Knecht

The first Bake and Book Sale was a tremendous success! As staff discovered, there was a large assortment of books, VHS tapes and CDs, as well as edible treats. Thank you to everyone who donated.

As part of the event in Wethersfield, Mary Jane Stewart, of the Dealer Processing Unit, was awarded movie tickets to the Showcase Cinemas. Belinda Frierson, of Data Entry, won a \$30 gift card from Barnes and Noble. Patty Piscottano, of the Chief Administrator's Office, and Florence Martin, of Regulated Business Licensing, were selected as the lucky recipients of 'Lunch for Two' at the Hartford Club and were the guests of the very magnanimous Deputy Commissioner Tony Portanova.

Depending on our ERC survey results, this function may become more than an annual event if we get positive feedback.

Speaking of the survey, we wish to thank all of the staff members who took the time to complete the ERC Survey. Aside from the generally positive bent of responses selected, employees offered thoughtful comments regarding current events as well as constructive suggestions for potential undertakings. Once the results are completely tabulated, we will inform everyone of the outcome in next month's newsletter.

Season passes for Six Flags will still be available through the end of this month while day passes for Six Flags and Lake Compounce continue to be available.

As always, we thank everyone for their support of and participation in ERC activities. Be sure to check the DMV Intranet site for the "scoop" on ERC happenings.

Around the Agency

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Happy July Birthdays go out to Lisa Burgio, John Dibble, Mike Granja, Dot Bruckner, Jack Orabano, Carol Hoebel and John Hall.

We would like to welcome Heather Verzi. We are glad to have you on our "Team!" We are also delighted to have Maintainer Jerry Speight and Lori Druan back, who were both out for a couple of weeks.

Omayra Rosado was surprised to come into work Wednesday, June 14 and see there was a surprise "Bridal Shower" for her. We wish you and Willie the best, and have a great wedding in Puerto Rico!!! We wish we could all go!

Wethersfield Office

Welcome back to Gerard Raby, who has come back to DMV in his previous role as a manager.

Also welcome back to Theresa Pickens and Heather Zace from their well deserved vacations. We missed you!

Erica Yelmini recently returned from a beautiful excursion to sunny Mexico! We hope you had fun!!

Some of our employees are going to be celebrating their birthdays this month. They include Jason DeLuco, Jennifer Pelletier, Bruce Taylor and Dottie Elmore. "Happy Birthday to You!"

Congratulations to Kerry Fitzgerald who is an aunt again! Megan Elizabeth was born weighing in at 7 pounds, 10 ounces and 19 ½ inches long. Baby and mother, Krystal, are doing just fine!

Kudos to Paul Crumbie, who recently received a letter from a customer for outstanding service. All right Paul! We hope everyone is enjoying their summer!

Wethersfield thought for the month: Our motto is T.E.A.M. that stands for "TOGETHER EVERYONE ACCOMPLISHES MORE!"

Notes of Thanks

Special thanks are extended from Mary-Ann Baio, former employee at DMV and sister of Frank Baio, of Dealers and Repairers. When Mary-Ann and her fiancé, Roger, became engaged, the outpouring of cards, gifts and well wishes was overwhelming from her extended DMV family and friends.

On a sad note, Mary-Ann and Roger also send appreciation to all their DMV friends for their expressions of sympathy at the loss of Roger's dad.

Vanessa Cannon, of Data Entry, and her daughter, Tan Tillman, would like to thank everyone at DMV for their kindness. Tan had a fire in her apartment in July and lost everything. The generous employees at DMV raised over \$250 for Tan and her family.

H.R. Thought You Should Know

Payroll Answers

Frequently Asked Questions

This is the first of many columns that will feature some of the frequently asked questions received by Human Resources and Payroll. Recently, payroll received several inquiries, including the following two questions:

What dates do my paychecks cover?

The best response to this question is to show an example: If you are completing a timesheet for the pay period starting June 23, 2006 and ending July 6, 2006, you would receive your paycheck for this time period on July 20, 2006.

When will I see my next cost of living increase?

All employees will receive a cost of living increase in their checks on July 20, 2006.

If you have additional payroll questions or concerns, your manager can e-mail DMV Payroll Officer Carol Spencer directly. If your question is "asked repeatedly" or is a "topic with widespread interest," it may appear in a future column.

■ In Pursuit of Quality

DMV has a New Mission

The Strategic Planning process is underway. The Executive Team has produced a mission and a vision statement for the agency.

*The **MISSION** of the Connecticut Department of Motor Vehicles is to promote and advance public Safety, Security and Service through the regulation of drivers, their motor vehicles and certain motor vehicle-related businesses.*

*Our **VISION** is to always evolve as an organization; to employ new and innovative measures and strategies that improve customer service, enhance the security of credentials, foster staff development and satisfaction, streamline agency procedures, and promote clear and timely communication.*